GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3445
ANSWERED ON:22.03.2017
Status of Refund after Demonetization
Chavan Shri Ashok Shankarrao;Gaikwad Dr. Sunil Baliram;Gupta Shri Sudheer;Kirtikar Shri Gajanan Chandrakant;Mahato Shri Bidyut Baran;Radhakrishnan Shri T.;Singh Shri Kunwar Haribansh

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has failed to refund the amount of cancelled rail tickets after demonetisation through banks even after lapse of almost four months;

(b) if so, whether the Railways shall pay interest on money held by it for more than 15 days;

(c) if so, the details thereof and if not, the reasons therefor; and

(d) the time schedule worked out to clear all pending refunds to customers?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)
(a) to (d): Subsequent to demonetisation, a surge in the number of booking of reserved tickets across booking counters was noticed. Due to this, the procedure for cancellation of tickets and refund of fare for high value tickets was revised and all Zonal Railways were advised that the cancellation of such high value tickets and payment of refund against such cancellation of tickets shall not be allowed in cash across the counter and the payments shall only be made through cheque/ECS (Electronic Clearing Service) through Bank. Such tickets shall have to be surrendered in original and the TDR (Ticket Deposit Receipt) shall be filed within the prescribed time limit for cancellation of such tickets.
In the normal circumstances, a maximum of 90 days has been prescribed for settlement of the coaching refund claims. There is no provision for payment of interest on the refund amount payable. However, since the processing of large number of such claims for refund of tickets booked during the period after demonetization is an extraordinary situation, no time frame can be given for finalisation of these claims. Zonal Railways have been advised to finalise the coaching refund claims expeditiously.
*****